

Before and after

ADA Grievance Form

City of La Puente · Form, English, now fillable · Original: [source PDF on the agency website](#)

Before

The original form is a text-based document with labels and lines for input. It includes sections for 'Complainant' (Name, Address, City, State, Zip, Telephone and E-mail), 'Individual Discriminated Against' (Name, Address, City, State, Zip, Telephone and E-mail), 'Alleged Violation' (Date(s) of Occurrence, Description of Violation and City Department Involved), 'Requested Action by City to Correct Violation', and a footer section for 'Has Complaint been Filed with State or Federal Agency?' and 'Name of Agency'.

After

The rebuilt form is a digital document with a clear title 'City of La Puente ADA Grievance Form' and a subtitle 'You can fill in this form and save it as a pdf file or print it.' It features a structured layout with sections: 'Complainant' (Name, Address, City, State, ZIP, Telephone and e-mail), 'Individual discriminated against' (Name, Address, City, State, ZIP, Telephone and e-mail), 'Alleged violation' (Dates of occurrence, Description of violation and City Department involved, Requested action by City to correct violation), and 'Other agencies' (Have a complaint been filed with a State or Federal agency? Yes/No, Name of agency, Date filed, Contact person).

Fails PDF/UA-1: 2 rules, 2 failed checks

1 pages · 74 KB · tagged · has text

Passes PDF/UA-1 machine checks (veraPDF)

2 pages · 40 KB · tagged · 18 fillable fields

Main problems found

- No PDF/UA identifier (file does not declare itself accessible)
- Window shows the file name instead of the document title

What we did (LibreOffice rebuild with fillable fields (also fixed in place))

- The city's own ADA complaint form was not fully accessible: no PDF/UA identifier, title not displayed, print-only blanks.
- Rebuilt as a fillable form: 18 labeled fields, including two multi-line boxes for the description and requested action.
- Bonus: the print version was also fixed in place (original look kept): see inplace/ folder.
- Grouped into sections with headings.

Also available: an in-place fixed copy that keeps the original look.

Still to do before delivery to a client: a person reads the file with a screen reader (NVDA) to confirm reading order and alt text, and the agency approves the rebuilt layout. Rebuilt files carry the same content as the original, not a pixel copy of its design.